



THIS POSITION IS EXEMPT FROM CIVIL SERVICE

NOTE

The Office of the Governor is a Non-Represented Agency.

MAILING ADDRESS

Office of the Education Ombuds
155 NE 100th St, #210
Seattle, WA 98125

EMAIL

oeoinfo@gov.wa.gov

WEBSITE

<http://oeo.wa.gov>

EMPLOYEE BENEFITS

Washington state offers a competitive benefit package that includes vacation and sick leave; health, life, and disability insurance; retirement; social security; and leave for military service.

The Office of the Governor is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial, and ethnic, sexual orientation and gender identity diversity. Women, racial and ethnic minorities, people with disabilities, persons over 40 years of age, and disabled and Vietnam era veterans are encouraged to apply. Persons needing accommodation in the application process, or this job announcement in an alternative format, may call 360-725-0158 or the Telecommunications Device for the Deaf 360-664-3649.

STATE OF WASHINGTON OFFICE OF THE GOVERNOR

Office of the Education Ombuds

Associate Education Ombuds and Community Liaison

SALARY \$50,000-\$57,000 annually + benefits

LOCATION Flexible location/telecommuting possible within Washington State. The selected candidate must complete in-person training in Seattle for several days at the beginning of the position and attend monthly meetings in Seattle. Travel expenses for current employees are reimbursed at government rates.

OPENS February 8, 2016

CLOSES Remains open until filled. If you have applied for a previous Governor Office position and are interested in this position, please re-apply.

The top candidates will be invited to an interview to determine the finalists for this position. Since the selection will be based on information provided by the candidates, it is in the candidate's best interest to address the mandatory and desirable qualifications of the job as they apply to their knowledge, skills, and abilities.

OVERVIEW

The Office of the Education Ombuds (OEO) is a statewide agency that resolves complaints from parents and legal guardians about K-12 public schools, promotes family engagement in education, and makes recommendations to policy makers for the improvement of the public education system. OEO strives to create an inclusive work environment, encourages cultural and ethnic diversity, and is committed to equal opportunity employment. We value linguistic, cultural, and geographic diversity and experience advocating for equity and eliminating the opportunity gap.

OEO is seeking an individual to join its team as an Associate Education Ombuds and Community Liaison. The ideal candidate will have excellent communication skills, be able to navigate conflict and complex situations, value diversity, and be focused on equity for all students and families. The OEO works through direct service to families, students, and educators, as well as through community outreach and presentations about issues of importance in the public K-12 education system, such as discipline, special education, harassment and bullying, discrimination, and conflict resolution. To learn more about our work, please visit <http://oeo.wa.gov>.

PRIMARY RESPONSIBILITIES

The incumbent in this position will be assigned a caseload of the less complex, shorter term cases than senior Ombuds and will seek guidance/assistance from senior Ombuds as necessary in the performance of the following duties:

- Receives, analyzes, and resolves complaints from parents, legal guardians and students about elementary and secondary public schools in the state of Washington and serves as an impartial third party to facilitate informal and collaborative problem-solving strategies.
- Provides individual consultation and information to consumers regarding the K-12 public education system.
- Collects complaint data using OEO's case management database
- Takes the lead in framing the OEO's outreach agenda to communities identified in the strategic plan
- Conducts community outreach and information sharing through presentations and training workshops for parents, students and school personnel regarding conflict resolution, family engagement in education, bullying and various aspects of the K-12 public education system.
- Collaborates with all stakeholders such as: families, students, educators, the Office of the State Superintendent of Public Instruction, education-related organizations, school districts, advocacy groups, Tribal leaders, public officials and other persons involved in K-12 education.
- Monitors legislative and policy issues related to K-12 education. The ombuds might be asked to serve on statewide committees occasionally.
- Conducts research regarding relevant topics in K-12 education.
- Assists in the development and dissemination of printed and online materials for families and educators.
- Serves as a spokesperson for OEO, as needed, at community events and with community-based organizations.
- Works on special projects as assigned by the Director.

DESIRABLE QUALIFICATIONS

The ideal candidate will have:

- A bachelor's degree and/or teaching certification, preferably in education, family counseling, social work, public policy, or a related field and two years of professional experience working with individuals facing adversity, including families or youth experiencing homelessness or involved with the juvenile justice system. Equivalent work experience to a bachelor's will be considered.
- Experience in education policy and policy research.
- Experience framing outreach efforts to underserved communities and community groups advocating for equity.
- Experience in conducting presentations and training workshops for diverse audiences in community and school settings.
- Expertise in working with people from a variety of racial, cultural, educational and economic backgrounds, including individuals with disabilities and individuals with limited English proficiency.
- Training in civil rights, public education, cultural competence, family engagement, or conflict resolution. The selected candidate will be given the opportunity to take dispute resolution training in the first six months of the job.
- Bilingual fluency or second language skills proficient enough to expand the OEO's reach to diverse communities, particularly communities with Asian/Pacific Islander, African, or Eastern European primary languages.
- Experience using electronic database systems and a desire to learn QuickBase, the OEO's case management tool.

Required skills

Candidates must have:

- Superior interpersonal and communications skills.
- Ability to interact with complainants in a sensitive, respectful, and confidential manner.
- A commitment to cultural competence, inclusion, and equity.
- Excellent phone etiquette and customer service skills.
- Strong organizational skills.
- Comfort in presenting to different audiences.
- Proficiency in using desktop software applications and social media, such as Microsoft Office Suite, Twitter, and Facebook.

- Ability to conduct research and present results in a user-friendly format to diverse groups.
- Ability to work both independently and as a team member.
- Ability to build collaborative and trusting working relationships with community groups, public school officials, and families across the state.
- Creativity in approaching complex problems.
- Ability to de-escalate conflict and to find common ground.
- Ability to work a varied schedule, as needed, which might include occasional overnight, evenings, weekends and in-state travel.
- Ability to work independently from a remote office location, if the candidate is not located in Seattle.

PROCESS

Interested applicants should submit the following:

- (1) A letter of interest, describing specific qualifications for the position;
- (2) A current resume, detailing experience, education, and current salary;
- (3) A list of at least three professional references with current telephone numbers and email addresses; and
- (4) Personal Data sheet www.ofm.wa.gov/jobs/datasheet.doc

We encourage diverse applicants and applicants from across the state. The OEO is expanding to reach more communities; we currently have ombuds working in Seattle and Ellensburg. We will consider applicants that desire to work remotely or would like to propose part-time schedules. Please note any of these geographic or schedule considerations in your application materials.

Please mail, email (oeoinfo@gov.wa.gov) or fax resume and cover letter by February 22, 2016 (for priority consideration) to:

Office of the Education Ombuds
155 NE 100th St. Suite #210
Seattle, WA 98125
Phone: 1-866-297-2597 toll free Fax: 206-729-3251

The position will remain open until filled. Applications will be reviewed as they are received.